



GWINNETT COUNTY
Department of Support Services
Information Technology Services
(770)822-8900

March 22, 2007

Milan Mueller, President
The Omega Group
5160 Carroll Canyon Road
San Diego, California 92121

Dear Mr. Mueller,

Gwinnett County implemented CrimeView in 2004 and recently implemented FireView.

Our Police department uses CrimeView to keep officers and management abreast of crime locations and determine patterns that may arise. Maps are produced on a bi-weekly basis to aid in presenting facts during CompStat meetings. Maps are created for citizens who are interested in specific areas and crime history.

CrimeView only extracted data from our Records Management System until last year when we had a new profile created to extract data from our CAD system. We worked with Bob Henry on this project. Bob is extremely knowledgeable and exercised patience with us as we worked through various issues.

Our Fire department uses FireView to analyze response times, determine new station locations, determine equipment locations, analyze call volumes, re-define response boundaries, threshold alerts and street network analysis. The staff is thrilled to have the capability to show our Commissioners maps that visually illustrate areas where Fire service needs are critical.

Joel Griffin did an excellent job with this project as well as with teaching the FireView application. Some of the end-users were not very computer literate and had never used GIS software at all but they were able to take what they learned and began making maps immediately. I was told the staff has never been this excited about new software or products before.

We really appreciate the hard work and dedication shown to us by Joel, Bob and the rest of your staff and are very happy with the products you have provided.

Sincerely,

Darlene Locklear
Gwinnett County Dept of Support Services
Information Technology Services Division
GIS Associate III
770-822-8025